ABSTRACT

A table driven call management system for an organization having a plurality of departments and agent. The call management system is capable of supporting local and remote agents each of which can have the same degree of access to the organization's information. Calls are received by the call management system and handled according to a table describing a

5   department in the organization. If an agent for the department is available according to the table, the call is transferred to the agent, either local or remote. If the agent is not available, the call is transferred to another department according to an entry in the table. If no department has an agent available to take the call, a caller message is recording in a department mailbox or a default mail box or the call is transferred to an available operator. Call management software is

10   object oriented having only two objects, a call manager object and an array of call objects, each call object including a department table with which the call is currently associated. The software is flexible so that the department tables can be tailored to the organization and the handling policy can be easily changed. To implement the system only the department tables describing the organization's structure and the voice menus need to be entered into the call management

15   system. The call management system eliminates the need for a separate telephone system for the organization and any private switch. A plurality of computers in the organization can function as a distributed call management system.